

Connecticut Judicial Branch
FREQUENTLY ASKED QUESTIONS ABOUT E-MAIL UPDATES

1. What are e-mail updates?

E-Mail Updates is a new option that allows anyone to sign up (subscribe) to receive e-mail updates from the Judicial Branch on civil and family cases. You do not have to be a party or have an appearance in a case in order to subscribe to e-mail updates on a case.

E-mail updates are sent whenever activity has taken place on any civil or family case that has public information available on the Judicial Branch website. Activity that will trigger an automatic e-mail update includes such things as:

- The filing of a document;
- The entry of an order;
- The scheduling of a case on the short calendar; or
- The scheduling of a case event, such as a pretrial, status conference or hearing.

2. Can I sign up for e-mail updates on all types of cases?

No, you can sign up for e-mail updates for civil and family cases that can be viewed on the Judicial Branch website except for any case that:

- Is sealed;
- Is not viewable outside of the courthouse because of ongoing jury selection and trial;
- Falls under certain restrictions imposed by the Federal Violence Against Women Act; or
- Is no longer available on the Judicial Branch's website in accordance with the Judicial Branch's web retention policy (see <http://civilinquiry.jud.ct.gov>)

E-mail updates are not available for juvenile, criminal, housing or small claims cases.

3. Do I have to pay a fee for a subscription?

No, there is no charge for subscribing to **E-Mail Updates** on a case.

4. Can I sign up to receive e-mail updates on more than one case?

Yes, you can subscribe to e-mail updates on as many cases as you would like.

5. **How frequently will I receive email updates?**

E-mail updates, listing the types of activities that have occurred on a case, are sent *once a day*. Each e-mail will only list the type of activity that occurred once, even if the same activity occurred several times on the case. For example, if four documents are filed on a case in a day, the e-mail update would only contain a single statement that “an action has occurred on this case.”

No e-mail update is sent unless activity occurs on a case.

6. **What if I cannot find the case I want to sign up for?**

If you cannot locate the case you are interested in, it is probably because the case:

- Is sealed;
- Is not viewable outside of the courthouse because of ongoing jury selection and trial;
- Falls under certain restrictions imposed by the Federal Violence Against Women Act; or
- Is no longer available on the Judicial Branch’s website in accordance with the Judicial Branch’s web retention policy (see <http://civilinquiry.jud.ct.gov>)
- Is not a civil or family case. E-mail updates are not available for juvenile, criminal, housing or small claims cases.

7. **How do I sign up for E-Mail Updates?**

- a. If you are on the Judicial Branch website, you can go to the case detail page for the case from the Public Case Look-up Page at <http://civilinquiry.jud.ct.gov> and select the **To receive an email when there is activity on this case, click here** link, which is located on the top right side of the case detail page.
- b. If you are logged in to E-Services, you can access the **To receive an email when there is activity on this case, click here** link either:
 - From the top right side of the case detail page for the case; or
 - From the confirmation page that appears after you have filed documents electronically in the case.

8. **How do I *stop* receiving e-mail updates?**

To stop receiving e-mail updates on a case, you must unsubscribe. To unsubscribe from e-mail updates:

- Select the **Unsubscribe** link contained in any electronic update e-mail on the case that you have received from the Judicial Branch, and you will see the *Unsubscribe from E-Mail Updates* page.
- Select **Unsubscribe** at the bottom of the page.
- Select **Yes** when you will then be asked if you are sure you want to unsubscribe from e-mail updates on the case.
- You will then receive an e-mail confirming that you have unsubscribed from e-mail updates.

9. **How do I have the e-mail updates sent to a different e-mail address if my address changes?**

If your e-mail address changes or you want to receive the e-mail updates on a case at a different e-mail address, you must:

Follow the steps to unsubscribe the e-mail address you no longer want updates to be sent to as described in the answer to frequently asked question #9).

Then go back to the case detail page for the case and subscribe again, using the new e-mail address.